



## Changes to How We Care for You

To manage increasing demand and make sure you are seen by the **right clinician at the right time**, we are updating how our service works.

When you contact us, you will be guided by our Reception team on how to access the most appropriate care which may be:

- **Nurse only**
- **Nurse and Prescriber**
- **Prescriber only**

***\*\*Prescriber = Nurse Prescriber, Nurse Practitioner, General Practitioner or Pharmacist Prescriber***

Care may be provided by:

- Phone consultation
- In-person appointment
- Offline (e.g. repeat prescriptions)

### **Nurse Clinical Assessment**

Acute requests for care are often first reviewed (and may be completed) by our nursing team to ensure timely, safe and appropriate care.

*Please note: nurse clinical assessment (including phone) will incur a fee.*

### **What to Expect**

You may be assessed by a nurse first. Following this, you may:

- Be reassured and require no further treatment
- Receive a prescription
- Be booked to see a prescriber
- Be asked to wait for further prescriber assessment (in clinic, waiting room, or your car)

These changes help us provide timely, safe, and efficient care for everyone.